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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ronald A. Katz) Parent Application
Serial No.: Not yet assigned) Serial No.:
Filed: On Even Date Herewith) 08/473,320
For: TELEPHONIC-INTERFACE) Parent Application
STATISTICAL ANALYSIS) Filed:
SYSTEM) June 7, 1995
Docket No.: 231/039) Examiner in Parent:
T. Brown
Art Unit: 2742

PRELIMINARY AMENDMENT

January 13, 1998

Box Patent Application
Assistant Commissioner
for Patents
Washington, D. C. 20231

Sir:

Prior to examination please amend the above-identified
application as follows:

CERTIFICATE OF MAILING

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addressed to the: Assistant Commissioner for Patents,
Washington, D. C. 20231. on

Date: January 13, 1998

Connie Kwon
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IN THE CLAIMS:

Please cancel claim 1, without prejudice, and add the following new claims 29-41.

1 | ~~29.~~ A system to be utilized with a telephone facility for
2 on-line handling of customer data contained in a memory in
3 accordance with a select operating format comprising:

4 means for receiving called terminal digital data (DNIS)
5 signals automatically provided by said telephone facility to
6 identify said select operating format from a plurality of
7 distinct operating formats and for receiving caller
8 telephone number data from said telephone facility;

9 an operator terminal for use by a person to communicate
10 through the telephone facility;

11 interface switching means connected to said receiving
12 means and said operator terminal for receiving incoming
13 calls;

14 computer means coupled to said interface switching
15 means for connecting an incoming call by a caller to said
16 operator terminal based on a condition, said caller
17 telephone number data being stored in said memory such that
18 said computer means in accordance with said select operating
19 format is capable of accessing said customer data on a

20 selected customer which has a telephone number corresponding
21 to said caller telephone number data automatically provided
22 from said telephone facility, said computer means visually
23 displaying said customer data on a selected customer and
24 said operator terminal capable of providing data entries to
25 said memory; and
26 said customer data on a selected customer contained in
27 memory is updated by incorporating said data entries into
28 said customer data.

2 ~~30~~. A system to be utilized with a telephone facility
according to claim ~~29~~¹, further comprising:
voice generator structure coupled to said interface
switching means for prompting callers to enter digital data.

3 ~~31~~. A system to be utilized with a telephone facility
according to claim ~~29~~¹, further comprising:
qualification structure coupled to said computer means
for testing said customer data.

4 ~~32~~. A system to be utilized with a telephone facility
according to claim ~~31~~³, wherein said qualification structure tests
a caller provided PIN number.

5 ~~33~~. A system to be utilized with a telephone facility

2 according to claim ~~29~~¹, wherein said operator terminal provides
3 data entries relating to said caller.

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6 ~~34~~¹. A system to be utilized with a telephone facility
according to claim ~~29~~¹, wherein said operator terminal is provided
with a display of data relating to said select operating format
under control of said called terminal digital data (DNIS)
signals.

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7 ~~35~~¹. A system to be utilized with a telephone facility
according to claim ~~29~~¹, wherein said customer data on said
selected customer includes data specifying a limit on use.

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8 ~~36~~⁷. A system to be utilized with a telephone facility
according to claim ~~35~~⁷, wherein said limit on use specifies a
predetermined number of uses.

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9 ~~37~~⁷. A system to be utilized with a telephone facility
according to claim ~~35~~⁷, wherein said limit on use specifies a one
time only use.

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10 ~~38~~⁷. A system to be utilized with a telephone facility
according to claim ~~35~~⁷, wherein said limit on use specifies a use
relating to a dollar amount.

1 11 39. A system to be utilized with a telephone facility
2 according to claim 35, wherein said customer data on a selected
3 customer includes data based on a specified limit on a number of
4 calls from said caller during specified multiple intervals of
5 time wherein said specified limit is automatically refreshed at
6 the beginning or the end of each of said multiple intervals of
7 time.

1 12 40. A system to be utilized with a telephone facility
2 according to claim 35, wherein said limit on use specifies an
3 extent of access.

1 13 41. A system to be utilized with a telephone facility for
2 on-line handling of customer data contained in a memory in
3 accordance with a select operating format comprising:

4 means for receiving called terminal digital data (DNIS)
5 signals automatically provided by the telephone facility to
6 identify the select operating format from a plurality of
7 distinct operating formats;

8 an operator terminal for use by a person to communicate
9 through the telephone facility;

10 interface switching means connected to the receiving
11 means and the operator terminal for receiving incoming
12 calls; and

13 processing means connected to the interface switching

14 means for receiving customer number data entered by a caller
15 and for storing the customer number data in a memory and
16 based on a condition coupling an incoming call to the
17 operator terminal, the processing means visually displaying
18 the customer number data, the operator terminal providing
19 other data entries to the memory to update data relating to
20 the caller.

REMARKS

By this preliminary amendment, Applicant has canceled existing claim 1 from the prior application and has introduced claims 29-41. Claims 29-40 correspond generally to claim 29 (canceled in the prior application) and its dependents in the prior application with variations and claim 41 corresponds to claim 51 (as originally presented, before amendment). Applicant respectfully requests continued consideration of these claims in this continuation application.

Respectfully submitted,

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Our Docket No. 231/039
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